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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants : Robert R. BUSHEY et al. Group Art Unit : 2179
Appl. No. : 09/578,904 Examiner : Xiomara L. BAUTISTA
Filed : May 26, 2000 Confirmation No. : 8391
For : METHOD FOR INTEGRATING USER MODELS TO INTERFACE DESIGN

COMPLETION OF RECORD

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. § 1.56 and §§1.97-1.98, Applicants hereby call to the Examiner's attention the Information Disclosure Statement filed on March 31, 2004. In the Information Disclosure Statement, the following documents were cited:

Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000;
"Call Center Roundup," Teleconnect, December 1998;
"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, February 1997;
Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994;

International Patent Publication No. WO 00/73968;
Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", can be retrieved from the Internet,
<http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html>; 1998;
InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available;
International Patent Number WO 03/013111;
United Kingdom Patent Application No. 0128396.9, published as United Kingdom Patent Publication No. GB 2 367 167;
International Publication No. WO 00/33548;
"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, <<http://www.call-center.net/lvr-series.htm>>;
"Customer Management Technology", TeleTech,
<<http://www.teletech.com/solutions/cmt.htm>>, printed on December 18, 2001;
"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, <http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>;
"RVS Voice", iMessaging Systems, Inc.,
<<http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>>;
"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group,
<<http://www.innmug.org/information/kiryan.html>>, which was published in the December, 2000 issue of InnTouch;

"PADIS – An automatic telephone switchboard and directory information system," by A. KELLNER et al., Speech Communication, October 1997;

"Natural Language Call Routing: a Robust, Self-Organizing Approach," by CARPENTER et al., Lucent Technologies Bell Laboratories (1998);

"Lucent Technologies announces trial of natural language call routing technology," a press release dated December 3, 1997;

"A spoken language system for automated call routing," 1997 IEEE International Conference on Acoustics, Speech, and Signal Processing by G. RICARDI et al., AT&T Bell Labs;

Kaoru KOBAYASHI, "Information Presentation based on Individual User Interests," 1998, Second International Conference, IEEE, pp. 375-383;

Nikitas SGOUROS, Dynamic Dramatization of Multimedia Story Presentations, 1997 ACM, pp. 87-94;

Michael MURTAUGH, "The Automatist Storytelling System," 1996 Massachusetts Institute of Technology, Masters Thesis;

K. M. BROOKS, "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," Processing's of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces, ACM Press 1996;

M. MAYBURY, Intelligent Multi-Media Interfaces, AAAI/MIT Press, Cambridge, MA, 1993, Chapter 5: S.K. FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations.";

P. SZEKELY, "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996;

C. STANFILL et al., "Toward Memory-Based Reasoning, Communications of the ACM, Vol. 29, NO. 12, ACM Press, December 1986;

J. ORWANT, "Doppleganger Goes to School: Machine Learning for User Modeling," MIT MS Thesis September, 1993;

J. ORWANT, "For want of a bit the user was lost: Cheap User Modeling," IBM Systems Journal, Vol. 35, Nos. 3 & 4, pages 398-416, 1996;

U. SHARDANAND, "Social Information Filtering for Music Recommendation," MIT MS Thesis, 1994. Applicants note that this document is discussed on page 6 of the above-captioned application;

P. MEYER, From Animals to Animats 2 Proceedings of the Second International Conference on Simulation of Adaptive Behavior, MIT Media Laboratory 1992, Behavior Based Artificial Intelligence.

Applicants note that all of the above-noted documents were brought to the Examiner's attention and a Form PTO-1449 was also provided. However, on the returned PTO-1449, the Examiner did not initial the appropriate spaces for these documents and indicated that copies had not been provided. Applicants respectfully submit that copies of these documents were provided with the Information Disclosure Statement filed on March 31, 2004.

Nevertheless, to complete the record, copies of the above-noted documents are attached hereto and all of the above-noted documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the

appropriate spaces on the attached Form and to return a copy of the completed Form to Applicants.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.

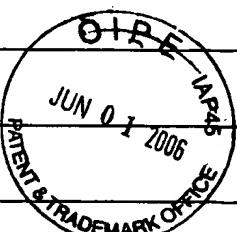
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Form PTO-1449		U.S. Department of Commerce Patent and Trademark Office				Atty. Docket No. P19004	Serial No. 09/578,904				
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)						Applicant Robert R. BUSHEY et al.					
		Filing Date May 26, 2000	Group 2173								
U.S. PATENT DOCUMENTS											
EXAMINER INITIAL		DOCUMENT NUMBER			DATE	N A M E	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE		
FOREIGN PATENT DOCUMENTS											
		DOCUMENT NUMBER				DATE	COUNTRY		CLASS	SUBCLASS	TRANSLATION YES NO
	0 0	/ 7 3	9 6	8	12/07/00	W.I.P.O.					
	0 3 /	0 1 3	1 1	1	02/13/03	W.I.P.O.					
	2 3 6 7	1 6	7	03/27/02	G.B.						
	0 0 / 3 3	5 4	8	06/08/00	W.I.P.O.						
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)											
	1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000.									
	2	"Call Center Roundup," Teleconnect, December 1998.									
	3	"Call Centers: sales, service and competitive advantage," Canadian Business, v70, n2, February 1997.									
	4	Foster, "Advanced Definity call centers: Working for you and your customers," AT&T Technology, v9, n2, Summer 1994.									
	5	Ameritech Corp., "Ameritech Phone-Based UI Standards: Dialogue Design", http://www.ameritech.com/corporate/testtown/library/standard/pbix4.html , 1998.									
EXAMINER							DATE CONSIDERED				
*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.											

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OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)					
	6	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.			
	7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, <http://www.call-center.net/ivr-series.htm>.			
	8	"Customer Management Technology", TeleTech, <http://www.teletech.com/solutions/cmt.htm>, printed on December 18, 2001.			
	9	"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, <http://www.prairiesys.com/PSI/p_s_interactive_sol.htm>.			
	1 0	"RVS Voice", iMessaging Systems, Inc., <http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm>.			
	1 1	"What's Next in Interactive Voice Response", International Nortel Networks Meridian Users Group, <http://www.innmug.org/information/kirvan.html>, which was published in the December, 2000 issue of <u>InnTouch</u> .			
	1 2	"PADIS - An automatic telephone switchboard and directory information system," by A. KELLNER et al., <u>Speech Communication</u> , October 1997.			
	1 3	"Natural Language Call Routing: a Robust, Self-Organizing Approach," by CARPENTER et al., Lucent Technologies Bell Laboratories (1998).			
	1 4	"Lucent Technologies announces trial of natural language call routing technology," a press release dated December 3, 1997.			
	1 5	"A spoken language system for automated call routing," <u>1997 IEEE International Conference on Acoustics, Speech, and Signal Processing</u> by G. RICARDI et al., AT&T Bell Labs.			
	1 6	Kaoru KOBAYASHI, "Information Presentation based on Individual User Interests," 1998, <u>Second International Conference, IEEE</u> , pp. 375-383.			
	1 7	Nikitas SGOUROS, Dynamic Dramatization of Multimedia Story Presentations, <u>1997 ACM</u> , pp. 87-94.			
	1 8	Michael MURTAUGH, "The Automatist Storytelling System," 1996 Massachusetts Institute of Technology, Masters Thesis.			
	1 9	K. M. BROOKS, "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," <u>Proceedings of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces</u> , ACM Press 1996.			
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		Applicant Robert R. BUSHEY et al.	JUN 01 2000 PATENT & TRADEMARK OFFICE U.S. DEPARTMENT OF COMMERCE
		Filing Date May 26, 2000	
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)			
2	0	M. MAYBURY, <u>Intelligent Multi-Media Interfaces</u> , AAAI/MIT Press, Cambridge, MA, 1993, Chapter 5: S.K.	
		FIENER et al., "Automating the Generation of Coordinated Multimedia Explanations".	
2	1	P. SZEKELY, "Retrospective and Challenges for Model-Based Reasoning," USC Information Sciences Institute, Marina del Rey, CA, 1996.	
2	2	C. STANFILL et al., "Toward Memory-Based Reasoning, <u>Communications of the ACM</u> , Vol. 29, NO. 12, ACM Press, December 1986.	
2	3	J. ORWANT, "Doppleganger Goes to School: Machine Learning for User Modeling," MIT MS Thesis September, 1993.	
2	4	J. ORWANT, "For want of a bit the user was lost: Cheap User Modeling," <u>IBM Systems Journal</u> , Vol. 35, Nos. 3 & 4, pages 398-416, 1996.	
2	5	U. SHARDANAND, "Social Information Filtering for Music Recommendation," MIT MS Thesis, 1994.	
2	6	P. MEYER, From Animals to Animats 2 Proceedings of the Second International Conference on Simulation of Adaptive Behavior, MIT Media Laboratory 1992, Behavior Based Artificial Intelligence.	
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